



## Mohamed Moustafa Mahmoud

### Personal Information:

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- + Address: Dubai Land/Sky Court
- + Passport Number: A25588314
- + Telephone Number: +971523902256
- + Email address: opinion\_withme@hotmail.com
- + Nationality: Egyptian
- + Marital Status: Single
- + Military Status: Exemption
- + Date of Birth: 9/9/1990

### Work Experience:

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- + Dates (From 1-12-2015 – To 31-12-2017)
- + Name of Company: Fairmont Heliopolis & Towers Cairo
- + Position Held: I.T Coordinator
  
- + Dates (From 1-1-2018 – To 30-6-2018).
- + Name of Company: Hilton
- + Position Held: IT Coordinator & Support
  
- + Dates (From 1-7-2018 – To 30-10-2019)
- + Name of Company: Sheraton Cairo Hotel (Marriott)
- + Type of Business: Information Technology Administration
- + Position Held: IT Specialist
  
- + Dates (From 1-11-2019 – Present)
- + Name of Company: Paramount Hotel Dubai
- + Position Held: IT Supervisor

### Education:

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- + Dates (From 2011– To 2015):
- + Department: Computer Science
- + University: Alshrouk Academy
- + Grade: Fair
- + Graduation Project: Anti-Virus
- + Project Grade: Excellent

## **Knowledge & Technical Skills:**

- ✚ Introducing, implementing and following up the brand values to I.T team.
- ✚ Ability to come up with new responses to situations.
- ✚ Provided technical support to end-users, leveraging broad-based expertise to handle problem identification, diagnosis, resolution, and escalation via helpdesk system, telephone, and remote support tools. Performed security administration functions for user, data, and remote access.
- ✚ Performed troubleshooting, repair, and maintenance of computer systems, hardware, peripherals, and telephony. Analyzed system requirements to efficiently isolate and resolve a wide array of technical issues. Participated in large-scale upgrades and installations.
- ✚ Preparing monthly departmental communication meeting and conduct it if needed.
- ✚ Working within a TCP/IP network environment, including DHCP, DNS and Ethernet
- ✚ deploying new hardware, server backups & evaluating new software & security risks.
- ✚ Repairing and upgrading hardware and ensuring all computers were fully operational
- ✚ Involved in the roll-out of software updates and patches.
- ✚ Certified first Raider.

## **Personal Skills:**

- ✚ Ability to work under pressure, hard worker and fast learner.
- ✚ Ability to work individually & as an effective team member.
- ✚ Ability to adjust to new people and situations.
- ✚ Ability to handle all types of Guests.
- ✚ Ability to train others.
- ✚ Excellent communication, reporting and organization skills.
- ✚ Good Interpersonal communications skills.
- ✚ Dynamic and self-motivated.
- ✚ Confident and strong personality.

## **Language Skills:**

- ✓ Mother Tongue: Arabic
  - ✚ Read: Excellent.
  - ✚ Write: Excellent.
  - ✚ Speak: Excellent.
- ✓ First Language: English.
  - ✚ Read: Excellent.
  - ✚ Write: Excellent.
  - ✚ Speak: Good.

## Computer Skills:

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- + Microsoft office
- + Material Control
- + MICROS POS System.
- + Accpac Finance System
- + HITS attenders
- + CCNA Routing & Switching
- + MCSA
- + Guest-Tek System for Internet
- + EMC System for Cost Control
- + Opera System for Hotels.
- + Royal Service Manager (RSM) System for Fairmont hotels & Resorts.

## Hobbies:

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- + Sporting.
- + Radio Announcer.
- + Music.
- + Volunteer Jobs (Cleaning & Decorating).

## Objective:

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Seeking a challenging position in the field of Tourism and Hotels, whereby my academic background and Personal skills can be utilized and developed as a part of the company's success, reaching both its targets and mine.

## References:

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- + Name: Amr Elshafey
- + Company: Paramount Hotel Dubai
- + Position: I.T.Manager
- + PhoneNumber:+971521015007

*All Documents and Certificates for verifying all of the above are available upon request.*